

EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee. An email was sent by John Zhu on November 4, 2011 which is attached was to confirm that claim 34 is authorized to be amended by the Examiner.

Examiner's Amendment In the Claims

34. (Currently Amended) A system for processing a product return, the system comprising:

a computer based first management hardware module for receiving a decision code and creating, in response to receiving the decision code, a first record relating to the product return, the first record containing the decision code and an identification of an activity to be performed for a product, the activity comprising at least an additional effort activity; and

a computer based second management hardware module for receiving the first record and for initiating an update to a second record in response to receiving the record, and based on the decision code received from the first record, and the computer based second management module updating the second record; ~~and~~

~~triggering the computer based first management~~ hardware module being triggered to perform at least the additional effort activity and the

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computer based second management module to perform a process depending on the additional effort activity.

Allowable Subject Matter

2. Claims 1 – 12 and 14 – 43 are allowed.

REASONS FOR ALLOWANCE

3. The following is an examiner's statement of reasons for allowance:

The most remarkable prior art of record are Siegel (U.S. Patent Publication No. 2005/0137901) and Haseltine (2001/0032143).

The combination of Siegel and Haseltine fails to disclose, “identifying an activity to be performed for the product based on the disposition decision, the activity comprising at least an additional effort activity and triggering the computer based first management system to perform at least the additional effort activity and the computer based second management system to perform the determined process.”

None of the prior art of record remedies the deficiencies found in Siegel and Haseltine. Furthermore, neither the prior art, the nature of the problem, nor knowledge of a person having ordinary skill in the art, provide any reasonable rationale to combine prior art teachings.

Any comments considered necessary by applicant must be submitted no later

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than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Conclusion

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. "ClickShip Direct, Inc. Bolsters Returns Processing Capability; Expanded Facility, New Returns Line Increases Processing Capacity", Business Wire, December 06, 2000

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to OLUSEYE IWARERE whose telephone number is (571)270-5112. The examiner can normally be reached on M-Th.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Matthew S. Gart can be reached on (571)272-3955. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/O.I./

Patent Examiner, Art Unit, 3687

/Matthew S Gart/

Supervisory Patent Examiner, Art Unit 3687